SCOPING DOCUMENT

INTRODUCTION AND OBJECTIVES

House Bill 109 directs the Chief Information Officer (CIO) to develop and implement processes to replicate information technology best practices and standards throughout the executive branch agencies. The CIO of the State of Utah has authorized the formation of five transition teams to assist in the implementation of House Bill 109. The Service Level Management Team has been formed, consisting of employees from both the IT service provider (DTS) and service receivers (Other Agencies) to recommend to the CIO how DTS will organize and conduct the primary tasks of service delivery.
This includes:

> 1) Service-level agreements with executive branch departments and agencies;
> 2) Master contracts which are available for use by agencies for various systems;
> 3) Maintenance and help desk functions for common hardware and software applications;
> 4) Establishing procedures for business interfaces with all customers of DTS;
> 5) Developing performance measurements and reports for monitoring service levels of delivered IT services.

SCOPE AND DELIVERABLES

Service-Level Management will affect all executive branch Agencies which are not excluded by HB109.

Includes:
- Identify and assess all current agency IT/Business interfaces
- Propose optimal IT agency business interfaces
- Identify and assess current agency IT service levels state-wide
- Develop a Service Level Agreement with each agency that encompasses the core services provided by DTS and the agency specific IT services provided by DTS staff assigned to the agency
- Develop a process to administer state-wide IT contracts and grants

- Develop and implement performance measurement criteria and performance measurement reporting.
- Develop a process for identifying and implementing methods for continuous improvement in the delivery of IT related services
- Research best practices for service center/service desk and recommend implementation of these practices.
- Research best practices in Service Level Management and recommend implementation of these practices.

Excludes:
- Business needs development and business analyst functions that fall substantially within the scope of an agency's business operations.
- Other service areas not identified under Service Level Management

METHODOLOGY

The SLM Team will develop and prioritize a master list of activities and issues to be addressed. They will utilize sub-teams to assess the issues and complete the activities. The methodology will include identification and analysis of the baseline services which are currently being provided in each of the SLM functional areas. The team will develop recommendations, standards, policies, processes, procedures, solutions, and models as necessary. Wherever possible, key employees from executive branch agencies will be enlisted in these efforts and the IT Assessment Survey data will be utilized in order to develop a current IT snapshot of each of the agencies.

RESOURCE REQUIREMENTS

- Transition team members
- Agency staff necessary for determining IT service levels and performance requirements
- Agency staff needed to help define DTS and agency business interfaces
- Agency staff needed to identify agency IT related contracts and grants
- Support from all agency executive management and agency IT staff.
- Agency IT plans
- Availability and access to best practices for each SLM functional area under consideration

DEPENDENCIES AND CONSTRAINTS

Completion of this project is dependent on the support and participation for agency executive management and the support and cooperation of all IT personnel. It will also be necessary to coordinate the progress of this project with the other transition team projects.

IMPLEMENTATION PLAN AND TIMELINE

Major milestones are as follows:

Step One: Data Collection and Analysis to Prepare for DTS-Agency SLAs
(August – October)
1. Collect and analyze all Agency Service Level Agreements
2. Collect and analyze Agency Applications Supported by DTS
3. Collect and Analyze Agency System Requirements
4. Collect and Analyze Agency Contract Management Practices and Tools
5. Collect and Analyze Agency performance Monitoring Practices and Tools
6. Collect and Analyze Agency Service Center/ Help Desk Requirements Practices and Tools
7. Collect and analyze information regarding Business Interfaces between DTS and its customers

Step Two: Formulation, Negotiation and Execution of DTS-Agency SLAs
(October – January)
1. Develop Service Level Agreements
2. Develop a process to administer state-wide IT contracts and grants
3. Propose optimal IT agency business interfaces
4. Develop Performance Monitoring Systems and Reports
5. Recommend best practices organization for service center/service desk